



PRELIMINARY INFORMATION

Subject: Drivers Door Power Unlocks Unwanted
Models: 2008 - 2011 Chevrolet Colorado
2008 - 2011 GMC Canyon
equipped with Manual Door Locks and OnStar

This PI was superseded to update model years. Please discard PIT4892A.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern:

Some customers may comment that they hear a click noise in the driver's door or that the driver's door power unlocks unwanted. What is unique about this concern is that the vehicle is not equipped with power door locks. The power door unlock is for the driver's door only and is used in conjunction with OnStar in the event a customer needs the vehicle to be unlocked remotely.

Example

Customer locked their keys in the vehicle. In the past, OnStar could not assist with this request due to manual locks. Now with the unlock actuator installed in the driver's door OnStar can assist a customer in need. There will be no power lock/unlock switch in the vehicle. The Automatic Unlock feature will work the same as a vehicle equipped with power locks, however it will only unlock the driver's door. There are no ways to disable or customize this feature. On trucks equipped with an Automatic transmission the driver door will unlock when shifted to Park. On trucks equipped with a Manual transmission the driver door will unlock when the key is removed from the ignition (per the Owner's Manual). If the door is already unlocked, the actuator will still cycle and an audible click may be heard.

Recommendation/Instructions:

This is a normal operating characteristic. No repairs are recommended. In isolated cases, if the system is not operating as designed or is making unexpected noise in the door, inspect these two areas:

1. Loose relay (mounted in driver's door).
2. Electrical issue resulting in random door unlock cycles. (i.e. intermittent short in circuit 194)

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.